

# Welcome to El Parque

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## EL PARQUE GENERAL INFORMATION

### Administrator:

**The Administrator is the first contact for ALL problems outside your home.** Problems within your home are yours to solve (renters call the rental agency or owner). For problems such as no electricity, no water, gardening or any common area problem call the administrator at the office. After hours or when administrator is not in the office, call the guards and they will contact the administrator.

**Office Phone** .....766 5781      **Office hours:** 9-5 M-F (lunch hour varies)  
**Security Guards** ....766 5780      **Office e-mail:** elparque\_villas@yahoo.com  
**Web site:** www.elparque.weebly.com

**Mail:** Your mailbox cubicle is in the outer office of El Parque office building.

El Parque mail address:      Calle Allen W. Lloyd 149  
   Casa (insert your house #)  
   Condominio El Parque  
   San Antonio Tlayacapan,  
   MPIO. Chapala, Jalisco  
   C.P. 45915 Mexico

### Entrance Passes:

All vehicles and persons coming by foot will need to have a pass to enter El Parque.

Resident tags are red.      Day visitor tags are blue.  
Renter tags are green.      Service persons tags are white

**New residents or renters will receive a visitor's pass good for 7 days only. They must register at the office for a permanent pass.**

**Please notify the guards if you have guests or service persons arriving.**

Espero visitante (visitor), amigo(a), amigos (friend), or trabajador (worker) hoy a las (the time).

Translation: I expect a visitor, friend(s), or worker today at (time). If urgent, a guard will bring the visitor to your home. If you are not at home, the visitor will not be allowed into El Parque.

For a large group of guests, please take a list to the guards.

**Our roads:** Paved asphalt area of the road is for pedestrians.

**Cars must, without exception, yield right of way to pedestrians.**

**Trash pickup:** You must take all trash to the trash room (near the entrance gate).

Separate your trash into 1) plastic/glass/cans, 2)cardboard/paper and 3)organic/inorganic and place in proper containers. Plant cuttings go in the rear room. Please inform your maid.

**Security:** When hiring outside workers it is wise to be present to assure the work is done as you wish. Use the same precautions as in your home country when having workers in your home.

**Sewers:** They are not like back home. IF you do put toilet paper in the toilet be sure you flush well. Some of our toilets need the handle held down to fully flush. **Sewage lines are under your floor tiles buried in cement. Outside your home they are likely to be buried under the driveway.** Unless you took photos during the building process or have a plan of where they are *supposed* to be located the process of clearing a blockage will be a story you never forget! When using public toilets put all paper in basket.

**Activities:** Check the following to see El Parque activities.

www.elparque.weebly.com

Bulletin board in clubhouse

White board outside the office

Your mailbox in office for Social Committee activity sheet (high season)

Exercise room is on the opposite side of the clubhouse bathrooms. Hours are M-F 8-5pm. Sat. 8-12noon

### USE OF THE TELEPHONE

**Area codes:\*** Ajijic/Chapala.....376  
Jocotepec/San Juan Cosala.....387  
Guadalajara ..... 33 (only 2digits as Guadalajara has 8 digit local numbers) You may see some business cards with 331 or 333 plus 7 digits for the local number. Same difference.

**Local Calls:** Within your area code (376 for Ajijic/Chapala), dial only the phone number.

**Long Distance:** When calling a ground line outside Ajijic/Chapala area, dial 01+ area code\* + phone number.  
For example, calling Guadalajara....01+33+8 digit phone number.

**Cell Phone Calls:** The person calling pays for the call.

Lakeside ground to cell calls.....045 + area code\* + local number

Cell to cell calls .....area code\* + local number

Cell to ground in Ajijic/Chapala...01 + 376 + local number

**International Calls:**

To call the US or Canada, use the long distance area code 001 + area code + local number.

To call other countries, use 00 + country code + area code + local number.

**Calling Lakeside from the U.S. and Canada**

Use the long distance area code 011 + the country code 52 + the area code\* + local number.

## EMERGENCY PHONE NUMBERS

*Numbers are correct to the best of our knowledge.*

CRUZ ROJA (Red Cross).....	<b>065</b>
Ambulance ~ Red Cross.....	<b>765-2308</b>
Ambulance ~ Maskaras Clinic.....	<b>765-4805 or 765-4838</b>
Ajijic Hospital Center.....	<b>766-0662 or 766-0500</b>
Police ~ Ajijic.....	<b>766-5760 or 766-1760</b>
Police ~ Chapala.....	<b>765-4747 or 765-4444</b>
El Parque Security Guards.....	<b>766-5780</b> Front Gate

## LOCAL CLINICS OFFER 24 HOUR SERVICE

### **Clinica Maskaras...765-4805 /4838**

S. side of carretera driving toward Chapala (near Mom's Restaurant)

### **Ajijic Hospital Center (Ajijic Clinic)...766-0662 or 766-0500**

N side of the carretera driving west toward Ajijic, blue building just past the cross street Javier Mina

### **Emergency Contacts:**

**We highly recommend that you leave with a trusted neighbor or friend:**

- names and phone numbers of family or friends
- dialing instructions (long distance area code, country code, area codes)

### **Carry in your car:**

- your local doctor's phone numbers and your emergency contacts
- your post life planning card if you have one and your living will in Spanish
- name of your car insurance company and phone number
- **notarized copies** of you and your spouse's passport, whatever migratory form you have for Mexico (FM3, tourist visa), car registration, drivers license and a copy of the original form that your car permit sticker came from.

## AREA INFORMATION

### **Radio station:**

105.1 FM plays quiet, background music – 90.5 for more lively – 97.1FM romantica (Mexican)

### **Tianguis:** (street markets)

	10am- 3pm	
Chapala	Monday	across from Pemex
Ajijic	Wednesday	East of Plaza Bugambilias
Jocotepec	Thursday	one block west of plaza

## Lake Chapala Society (LCS):

16 de Septiembre #16A in Ajijic

[www.lakechapalasociety.org](http://www.lakechapalasociety.org)

“People Helping People” has been the goal of LCS since its’ founding over fifty years ago. Their stated mission is threefold:

- Help the local Mexican community, especially in education.
- Assist expatriates to adjust to living in Mexico.
- Provide recreational, social, health and educational services primarily for expatriates.

LCS offers so much to the community it would take several pages to expand on their mission. Make LCS one of your first explorations. They will answer many of your questions. Especially helpful is the series of Newcomers Symposia held once a year.

LCS has beautiful grounds, a snack bar, library, video and DVD library, information desk, lectures and classes and US postal service. Some services are for members only. The information desk provides up-to-date information on requirements for immigration, IMSS, wills and trusts as well as **post life planning**, dealing with employees, customs information, churches, community organizations and health services.

Operating under the auspices of the Chapala Municipal Government, LINK assists in solving problems with public utilities and minor consumer problems. They are on the LCS grounds Mondays (except LCS holidays) 10am-12noon.

A representative from the US Consulate comes to LCS monthly.

A visit to their 75 page comprehensive website will allow you to explore much of what they have to offer. That includes consulting Lakeside references in medical and safety fields and a “yellow pages” directory.

[www.lakechapalasociety.org](http://www.lakechapalasociety.org)

**Safety:** Please read LCS site under safety. **Only carry in your pocketbook what you are willing to lose.**

Carry for “sacrifice” a pocketbook/wallet with a small amount of cash and expired cards. Cash and a credit card (if needed) can be carried in a shirt pocket or in a pocket that attaches to your belt and folds over to the inside of your pants. Save dressing with “bling” for private parties.

### Mail Services:

**LCS:** U.S. Postal drop off for members only. Take your membership card.

Also consult the free annual **Chapala Directory** for current mail services. If you don’t find the directory use their website: [www.chapaladirectory.com](http://www.chapaladirectory.com). UPS/FedEx deliver to El Parque. If you are not at home they will leave the package or letter at the office.

### Books and Web Sites about Mexico:

[www.mexconnect.com](http://www.mexconnect.com)

[www.focusonmexico.com](http://www.focusonmexico.com)

[www.mexico-insights.com](http://www.mexico-insights.com)

[www.chapala.com](http://www.chapala.com)

Check LCS and bookstores for books authored by locals about the area. Two helpful books are:

- [Mexico’s Lake Chapala and Ajijic Insider’s Guide](#) by T. Kendrick
- [The Lakeside Directory](#) (published annually). The Lakeside Directory’s website is [www.chapaladirectory.com/english2007/index.php](http://www.chapaladirectory.com/english2007/index.php)

## DRIVING IN MEXICO

The following website is excellent for driving rules in our area: <http://intercasafs.com/Driving.pdf>  
It is always wise to consult your insurance agent for current information and procedures.

**Mexico has no Good Samaritan Law.** This law protects you from becoming liable for helping in an emergency situation. The Good Samaritan law allows you to give aid within your scope of expertise at a car accident or other disaster without being sued for any reason in the performance of your aid. **Mexico has no such law.** You as a visitor or citizen cannot give any aid at anytime or anyplace without breaking the law. The only organization able to perform emergency services outside of a hospital or medical clinic in Mexico is the Cruz Roja. **Do not stop and help! You will be at risk of arrest, deportation or being financially responsible.** Call for help 065 or at lakeside 765-2308.

Mexican car insurance is required if you are driving a car in Mexico. Your car should not be driven by non-family members unless the vehicle is Mexican plated.

**Accidents should be reported immediately and cars should not be moved, if possible, until the police arrive.** Insurance adjustors should be called **immediately** and will come to the scene of the accident. Never sign any release of responsibility without proper advice. Mexican law requires that cars involved in accidents resulting in injury or damage over a certain amount be impounded.

## HEALTH

- There are only minimal safeguards built into the Mexican food system.
- Check expiration dates which Mexico lists by Day/Month/Year.
- **Soak fruits and vegetables in an antimicrobial solution, following instructions on bottle.**
- Avoid amoeba infections by **never** drinking water that you are not sure is pure. **never** eat uncooked fruits or vegetables out unless you are sure the restaurant observes the highest hygienic standards.
- Use caution if you choose to eat fresh (unpasteurized) cheeses and cook eggs well.

## JUST FOR OWNERS

Office e-mail: [elparque\\_villas@yahoo.com](mailto:elparque_villas@yahoo.com)

Web site: [www.elparque.weebly.com](http://www.elparque.weebly.com)

**Lloyd's account # 510628** is for deposit of quarterly fees due the 1<sup>st</sup> of Jan, April, July and Oct. To ensure credit to your account pay your fee **plus** a centavo amount that identifies your payment at the bank. See the Administrator for an explanation of this.

**For those paying in person at Lloyds:** Bring your receipt to the Administrator who will issue you an El Parque receipt.

**For those who are out of the country:** E-mail the Administrator with your name, house #, the exact amount transferred and exact transfer date so he/she can issue an El Parque receipt and place it in your office mail cubicle.

**CTC committee:**

**If planning any change or addition to the outside of your home your plans must be approved by the CTC.** Permit request forms are available from the administrator or from the El Parque website: [www.elparque.weebly.com](http://www.elparque.weebly.com) under “Board Pubs”. Submit the completed form to one of the CTC members:

Joseph Naselli....766 5687      Michael Hall....766 5315      Jack Wood....766 5731

**Quoting from our documents:**

ARTICLE 12. Each Condo Owner is allowed to make any type of repair or construction *inside* his private unit. However, a Condo Owner is *not authorized to improve or modify the structure or exterior [of his building]* nor allowed to perform *any changes or alterations that will negatively affect the density of construction* (i.e., number of structures) *or architecture* of the housing complex, its safety, sanitary conditions or quality of life, without authorization from the Technical Committee for Construction.

**Utility and phone bills:** Bills will be in your office mailbox. If you have the bill, pay at their offices or at Oxxo, or WalMart for a small fee. ***Even if the bill does not arrive, you must pay.*** Know your account # for CFE and your phone # for TelMex to make a payment at their offices.

**Pay TelMex** (telephone), monthly.

**Website:** TelMex [www.telmexusa.com/USA\\_ing/payin.asp](http://www.telmexusa.com/USA_ing/payin.asp) use for payment of bill

Telephone repairs or complaints: 050

TelMex (English) 01-800-368-0500      Prodigy 01-800-123-2222

**Pay CFE** (electric), bi-monthly.

**Website:** CFE website: [www.cfe.gob.mx/en/](http://www.cfe.gob.mx/en/) use for checking your bill

**Tip on CFE bill:**

The electric meter and account # stay with the house. There are two residential tariffs: “1” and DAC”. Look under “tariff” on the bill to see yours. “1” is subsidized. Keep that rate by keeping a rolling total of under 3000KW for the past 12 months (it is not a calendar year total). Exceed that limit and you will lose the subsidized tariff in one billing period and your bill will effectively double. Getting your “1” tariff back is difficult.

**Gardening:** To start gardening service or change number of hours, see the administrator.

**Property taxes: No bill will be sent. Take last year’s tax receipt to Chapala City Hall 9am-3pm M-F and pay in January for highest discount.** Driving from EP turn left toward Chapala. At light in Chapala turn right. Fountain will be on your left, City Hall on right South of HSBC. Once inside the central area which has a stairway with a mural, take a ticket from the machine and wait.

